Proposed Organizational Chart Enterprise Technology Services Department

OFFICE OF THE DIRECTOR

- Manages the technologies and processes used to deliver online services
- Manages the overall County's information systems infrastructure and telecommunications programs
- Designs and implements the infrastructure to provide information technology services to County
- Coordinates and implements Miami-Dade County e-Gov initiatives with departments and the Chief **Technology Officer**

e-SERVICES

- Focuses on aligning Geographic Information Systems (GIS) techniques with county business and program strategies to assist in the delivery of e-Government services to citizens and businesses
- Provides e-Government services to external agencies
- Manages the technology for implementation and serves as the technical coordinating agency for the County's Answer Center

e-TECHNOLOGIES

- Develops the architectural framework for electronic government applications development and maintenance for business processes
- Designs, develops and implements strategic initiatives as defined by the CIO

e-CENTER (INNOVATIONS LAB, APPLICATIONS ACADEMY. **ONLINE SERVICES, TRAINING)**

- Establishes standards for portal design and publishes portal content, as well as promotion and media outreach for miamidade.gov
- Designs multimedia content
- Acts as a service bureau to departments that wish to contract for webpage design and publishing services
- Enables County departments to design and deploy web based applications promoting sharing and standardization

APPLICATIONS DEVELOPMENT **AND MAINTENANCE SERVICES**

Provides leadership and technical expertise in developing, enhancing and supporting applications to assist in leveraging the county's and other governmental agency business operations

TELECOMMUNICATION SERVICES AND DATA CENTER OPERATIONS

- Provides 24 hour/7 days a week operational maintenance and support for countywide telephone, radio, voice, network, microwave, and fiber optic systems to meet the communications and information management objectives of the County
- Provides 24 hour/7 days a week maintenance and support to critical operational and communications systems relative to data processing and storage on multiple computing platforms for countywide businneses
- Provides, maintains, and operates central processing units including mainframes, mid-range processors and servers within controlled computer room environments
- Coordinates procurement of all networked data and telephone equipment as well as configure, install, maintain, and support same throughout county government facilities
- Reviews, analyzes, develops and maintains all wireless related information technology business solutions for county government
- Evaluates and assesses requests for new systems and services; monitors all projects; provides coordination in planning and managing of applications systems, telecommunications and computer services
- Provides diverse data processing and telecommunication services to other local, state, and federal agencies